

County Council Meeting – 8 October 2024

REPORT OF THE CABINET

The Cabinet met on 23 July 2024 and 24 September 2024.

In accordance with the Constitution, Members can ask questions of the appropriate Cabinet Member, seek clarification or make a statement on any of these issues without giving notice.

The minutes containing the individual decisions for the meetings above have been included within the original agenda at Item 16. If any Member wishes to raise a question or make a statement on any of the matters in the minutes, notice must be given to Democratic Services by 12 noon on the last working day before the County Council meeting (Monday 7 October 2024).

For members of the public all non-confidential reports are available on the web site (www.surreycc.gov.uk) or on request from Democratic Services.

RECOMMENDATIONS ON POLICY FRAMEWORK DOCUMENTS

There were none.

REPORTS FOR INFORMATION / DISCUSSION

At its meeting on 23 July 2024 Cabinet considered:

A. CUSTOMER TRANSFORMATION

The report set out the ambition and business case for the transformation of customer experiences and outcomes, to support the Council's guiding ambition that 'No one is left behind'. This programme will enable the needs of Surrey County Council's residents and wider customers to be better met, with a focus on understanding and supporting those with the greatest need.

It was AGREED:

1. That Cabinet approves the customer transformation ambition and approach, and the in principle £11.3m investment requirement over four years.
2. That Cabinet approves the use of financial revenue reserves of £3.5m (included in the £11.3m request) to support the 2024/25 activity. Further draw down of funding will be released in phases from 2025/26 onwards, following appropriate evidence of benefit realisation in the updated business case and approval of the Executive Director, Customer, Digital and Change in consultation with the Lead Cabinet Member.
3. That Cabinet approves the Dynamic Customer Operating model (D-COM) and its delivery as an essential countywide priority to ensure customer outcomes and experiences are improved.

4. That Cabinet notes the inter-relationships of the transformation programme with cultural and digital change, the data strategy, service specific improvements, Core Function Redesign and the Towns and Villages/Team Around the Community programme.
5. That Cabinet delegates authority to the Executive Director, Customer, Digital and Change, in consultation with the Lead Cabinet Member to refine the Dynamic Operating Model as it evolves over time, responding to changing needs.

Reasons for decisions:

The Council is determined to improve the customer experience in line with our mission and organisational priorities. This will be achieved through the design and implementation of a new Customer Service Operating Model, supported by systems, processes and ways of working that will provide a seamless customer journey, build customer trust, confidence, and satisfaction; reduce cost and maximise efficiency and effectiveness.

B. A NEW DRAFT VISION ZERO ROAD SAFETY STRATEGY AND 20 MPH SPEED LIMIT POLICY

Cabinet was presented with an updated version of the Surrey RoadSafe Vision Zero Road Safety Strategy and 20 mph speed limit policy.

It was AGREED:

1. That Cabinet approves the Vision Zero Road Safety Strategy that has been amended following feedback from public consultation, and with reference to updated guidance from central government as part of their “Plan for Drivers”.
2. That Cabinet approves the County Council’s more flexible approach to implementing new 20 mph Speed Limits.

Reasons for decisions:

A new Surrey RoadSafe Partnership Vision Zero Road Safety Strategy, incorporating a new 20mph policy, based on best practice is crucial to reducing road death and injury throughout Surrey.

C. CONSORT HOSE, REDHILL

Consort House, Redhill is a former administrative office of Surrey County Council. Cabinet was asked to approve a letting for the whole building which supports its retention as an investment holding.

It was AGREED:

1. Approves the details of the letting of the building as outlined in this Part 2 report.

2. Delegates authority to the S151 Officer in consultation with the Director of Land and Property to conclude best value terms and complete all associated legal documentation.
3. Notes the Financial implications recorded in this report.
4. Formally declares the asset surplus to operational service requirements, and upon completion of the letting, to hold the asset for Investment purposes pending any future Cabinet or Strategic Investment Board decisions on its future.

Reasons for decisions:

A letting of the entire building now provides an opportunity for the Council to not only mitigate its void holding costs, but to secure a long-term rental income stream enabling the asset to be held as an investment property, pending any future decisions of the Council.

The proposed tenant is a significant provider of services supporting Surrey communities.

Consort House has remained largely vacant since late 2022, other than the current temporary occupation by library services for storage and a short term click and collect service. The Council has incurred void holding costs on the building and has a rental liability for some related car parking. Marketing of the building, on either a freehold or leasehold basis, has been pursued against the background of a very depressed office market over the past 2 years.

There have been no recent commercial proposals received for the freehold interest that would be recommended to Cabinet.

D. QUARTERLY REPORT ON DECISIONS TAKEN UNDER SPECIAL URGENCY ARRANGEMENTS: 3 July 2024 - 30 September 2024

The Cabinet is required under the Constitution to report to Council on a quarterly basis the details of decisions taken by the Cabinet and Cabinet Members under the special urgency arrangements set out in Standing Order 57 of the Constitution. This occurs where a decision is required on a matter that is not contained within the Leader's Forward Plan (Notice of Decisions), nor available 5 clear days before the meeting. Where a decision on such matters could not reasonably be delayed, the agreement of the Chairman of the appropriate Select Committee, or in his/her absence the Chairman of the Council, must be sought to enable the decision to be made.

The Cabinet RECOMMENDS that the County Council notes that there have been no urgent decisions since the last Cabinet report to Council.

**Tim Oliver OBE, Leader of the Council
30 September 2024**

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